

# Post Implementation Evaluation Report

## Case Management System – Court of Tax Appeals

Project Dates: 1/2007 through 3/2008

Project Cost: \$325,000

### Project Objectives

Improve overall office productivity and accuracy

Improve communications and work product delivery

Improve system usability

Provide system flexibility and adaptability

Training and Support

### Miscellaneous Objectives

Following are some of the specific objectives for the new system:

- To enhance our capability to capture performance metrics for all phases of operation
- To reduce the complexity and enhance the accessibility of processes, particularly for self-represented litigants
- To simplify and streamline data entry and docketing processes
- To reduce delays in issuing docketing information and other notices
- To standardize workflows so that cases can be triaged according to levels of complexity
- To provide online access to court information so that the number of phone calls to the court can be minimized
- To fully utilize “consolidated operation” tools so that common cases and common functions can be dealt with en masse instead of through time-consuming ad hoc operations
- To provide an event and hearing calendar with multiple views for all participants
- To better manage internal work assignments through enhanced automated scheduling tools
- To allow for concurrent review of documentary evidence and draft orders by judges and staff attorneys

In sum, the principal business problem we are targeting is the lack of efficiency, coordination and transparency within the agency. The goal has been to improve overall performance in order to address a growing volume of work and the changing requirements of modern stakeholders.